



# Havering

L O N D O N   B O R O U G H

## ADJUDICATION AND REVIEW COMMITTEE AGENDA

<b>7.30 pm</b>	<b>Thursday 26 November 2015</b>	<b>Town Hall Main Road Romford</b>
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Members 10: Quorum 4

### COUNCILLORS:

#### **Conservative ( 4 )**

Garry Pain (Chairman)  
Roger Westwood (Vice-Chair)  
Meg Davis  
Michael White

#### **Residents' ( 2 )**

John Mylod (Vice-Chair)  
Julie Wilkes

#### **East Havering Residents' ( 2 )**

Alex Donald  
Linda Van den Hende

#### **UKIP ( 1 )**

David Johnson

#### **Independent Residents' ( 1 )**

Michael Deon Burton

**For information about the meeting please contact:**  
**Grant Soderberg Tel: 01708 433091**  
**e-mail: [grant.soderberg@onesource.co.uk](mailto:grant.soderberg@onesource.co.uk)**

## **Protocol for members of the public wishing to report on meetings of the London Borough of Havering**

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

## **AGENDA ITEMS**

### **1 CHAIRMAN'S ANNOUNCEMENTS**

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

### **2 APOLOGIES FOR ABSENCE & SUBSTITUTE MEMBERS**

(if any) – receive.

### **3 DECLARATIONS OF INTERESTS**

Members are invited to declare any interests in any of the items on the agenda at this point of the meeting. Members may still declare an interest in an item at any time prior to the consideration of the matter.

### **4 MINUTES** (Pages 1 - 26)

The Minutes of the meeting held on 25 August 2015 were agreed as a true record and signed by the Chairman.

### **5 CHILDREN, ADULTS & HOUSING, LEARNING & ACHIEVEMENT ANNUAL COMPLAINTS REPORT 2014/15** (Pages 27 - 38)

Officers will present the Learning & Achievement Annual Report to the Committee

### **6 ADULTS ANNUAL COMPLAINTS REPORT** (Pages 39 - 58)

Officers will present the Adults Annual Complaint Report to the Sub-Committee.

### **7 CHILDREN, ADULTS & HOUSING (C&YPS) COMPLAINTS & COMPLIMENTS REPORT 2014/15** (Pages 59 - 78)

### **8 UPDATE ON CORPORATE COMPLAINTS** (Pages 79 - 104)

### **9 LGO & STAGE THREE UPDATE** (Pages 105 - 122)

**Andrew Beesley  
Committee Administration  
Manager**